

# AUSTRALIAN NATIONAL VETERANS ARTS MUSEUM

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## 1. INTRODUCTION

Australian National Veterans Arts Museum (ANVAM) respects and upholds your rights to privacy established by the Australian Privacy Principles contained in the Privacy Act 1988 (Act). This policy describes how ANVAM handles your personal information.

## 2. DEFINITIONS

In this policy "Personal Information" and "Sensitive Information" have the same meaning as under the Act.

## 3. PERSONAL INFORMATION COLLECTION

3.1 ANVAM only collects personal information that is necessary for the intended purpose. The information may include the following:

- (a) full name, street address, telephone number;
- (b) date of birth and age;
- (c) email address;
- (d) occupation;
- (e) relationship to the veteran community (current or former serving member or family member (parent, spouse, sibling, child or grandchild));
- (f) information related to you Arts experience and your art works;
- (g) health related information;
- (h) IP address;
- (i) proof of identity information and documentation including driver's license, passport or birth certificate information;
- (j) next of kin and emergency contact information.

### 3.2 Website usage information and cookies

The ANVAM website uses small data files called cookies on your computer. One of the primary purposes of a cookie is to save you time. A cookie tells the web server that you have returned to a specific webpage. For example, if you personalise the webpages on our website or register with us through our website, the cookie helps the website to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same webpage, the information you previously provided can be retrieved, so you can easily use the website features that you customised. You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of our website.

There is also information about the hardware and software on your computer that is automatically collected by the ANVAM website. This information can include your IP address, browser type,

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domain names, browsing preferences, access times and the addresses of referring websites. This information is used by ANVAM to maintain the quality of the ANVAM website and to provide information regarding the use of the website.

3.3 Where possible ANVAM will only collect your personal information directly from you. If your personal information is provided to ANVAM from another person without your consent, whenever reasonably possible, we will make you aware that we have done this and of the reasons for doing so.

3.4 Incomplete personal information may lead ANVAM to be unable to provide services to you.

#### 4. WHAT ANVAM DOES WITH YOUR PERSONAL INFORMATION

4.1 Personal information held about you may be used:

- (a) to provide Arts based services to you;
- (b) to provide ANVAM membership services to you;
- (c) to administer contracts into which we may enter with you;
- (d) to accept donations from you;
- (e) to supply goods to you;
- (f) to administer your involvement as a volunteer with us;
- (g) to communicate with you concerning ANVAM's activities;
- (h) to respond to feedback from you;
- (i) for our own internal administrative purposes;
- (j) to develop and/or test our systems;
- (k) to attribute and record artworks to you;
- (l) to provide a historical record of Arts engagement;
- (m) to support research undertaken where relevant ethics approvals have been obtained;
- (n) to educate other people about veterans Arts and the impacts of service;

and with your consent:

- (a) to communicate promotional offers and special events to you;
- (b) for marketing;
- (c) for fundraising;
- (d) to improve services offered to clients.

4.2 By submitting your personal information to ANVAM, you expressly consent to ANVAM using your personal information to provide you with information about ANVAM's products, services or events or any other direct marketing activity that we consider may be of interest to you.

4.3 You may at any time opt out of receiving any communications from ANVAM (other than as required for the operation of our business e.g. regarding the payment of membership fees) by using

the “unsubscribe” facility included in an email you receive from us or by contacting us using the details set out at the bottom of this statement.

4.4 We will not disclose your personal information to any person without your permission. We will take all reasonable steps to ensure that those parties (who you have given permission to have access to your information) respect and uphold the provisions of this policy in relation to your personal information.

## 5. DATA SECURITY

5.1 ANVAM stores personal information:

- (a) contained in paper based and other hard copy documents both at our office and at off site secure storage facilities; and
- (b) contained in electronic records, in a controlled and secure environment.

5.2 Those records are only accessible by those persons who require access to the personal information for the purposes of carrying out their work on our behalf.

5.3 ANVAM takes all reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.

5.4 When personal information (such as payment information) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

5.5 ANVAM will destroy or de-identify personal information when our legal obligations to retain the information have expired and the information is no longer needed by us.

## 6. PSEUDONYMITY OR ANONYMITY

You have the option of not identifying yourself, or of using a pseudonym, when dealing with us provided it is lawful and practical to do so.

## 7. ACCESS TO YOUR PERSONAL INFORMATION

7.1 Except in exceptional cases established by law, you may request access to the personal information we hold about you by writing to our Privacy Officer at the address below. You do not have to provide a reason for requesting access. If we hold personal information you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you may access that information (e.g. post or collection).

7.2 If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, you can ask us to amend it. We will consider your request and:

- (a) if we agree that the information we hold is inaccurate, we will amend it; or
- (b) if we do not agree, then we will add a note to the personal information stating that you disagree with its accuracy.

## 8. YOUR CONSENT

By using the ANVAM website, or by accepting the terms of one of ANVAM’s ‘terms and conditions’ which refer to this policy, you are agreeing to ANVAM’s collection, disclosure, use and storage of

your personal information in accordance with this policy. ANVAM may revise this policy from time to time within its absolute discretion. Your continued use of our products, services or website or your continued dealings with ANVAM shall be deemed to be your agreement to and acceptance of the terms of this policy.

#### 9. OUR CONTACT DETAILS

If you do not agree with any part of this policy or if you have any questions about this policy or if you have any complaint regarding the treatment of your privacy by ANVAM, please contact the Privacy Officer in writing using the following details:

The Privacy Officer  
ANVAM  
Email: [info@anvam.org](mailto:info@anvam.org)